

TRUST The Boiler Installation Specialists

Care Plan Terms and Conditions

Please read carefully

These Terms & Conditions are part of the contract between you (The Client) and TRUST The Boiler Installation Specialists.

1. Definitions

Annual Boiler Service: an annual service of your gas Boiler and Systems (including such repairs and replacements as described in these terms) to check they are safe, efficient and comply with the relevant laws and regulations.

Approved Products: a list of the Boilers or parts that we can repair or replace.

Boiler: An appliance located at the domestic property that heats the hot water and/or heating by Gas. A single natural gas boiler in your Home that is designed for domestic use and has a heat output capacity of up to 70kW.

Boiler Service: a service of your Boiler to check that it is working and installed properly.

Business Day: a day other than a Saturday, Sunday, or public holiday in England, when banks in London are open for business.

Care Plan: Refers to the type of plan that you have chosen to take out as referenced in [Clause 4](#) of the Agreement.

Client or you/your: who purchases the Care Plan from us and who is responsible for any costs incurred.

Heating System: the heating system includes hot water cylinder, heating pipework, pump, motorized valves, radiators, radiator valves, programmer/timers, cylinder stat, room stat, pressure controls.

Plumbing System: the plumbing system includes tap repairs, Hot and cold water pipes, Cold water tanks, Toilet break downs, Silicone seals on bath and showers, Ball valves and float valves, Stop cocks and gate valves and above ground drainage.

Pre-Existing Faults: any problems with the Boiler that we determine existed prior to commencement of your Contract.

Services: means the Care Plan.

Start Date: The date that is stated on the contract as the start of the Maintenance Contract.

TRUST The Boiler Installation Specialists: We/us/our (all references relate to) are a company based in Scotland. Our company trading address is at Boggierow Farmhouse, Portsoy, AB45 2SR.

2. Basis of contract

2.1 The Order constitutes an offer by the Client to purchase the Maintenance Contract in accordance with these Conditions.

2.2 The Order shall only be deemed to be accepted when the Client subscribes to the Care Plan by adding in their details on our website form and their payment details. When doing so, they confirm that they have read automatically accept our terms and conditions, at which point, and on which date the contract shall come into existence (Commencement Date).

2.3 Any samples, drawings, descriptive matter, or advertising issued by us and any descriptions of or illustrations of the Services contained in our advertising are issued or published for the sole purpose of giving an approximate idea of the Services and/or Goods described in them. They shall not form part of the Contract or have any contractual force.

2.4 These Conditions apply to the Contract to the exclusion of any other terms that the Client seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

2.5 All of these Conditions shall apply to the supply of both Goods and Services except where application to one or the other is specified.

2.6 Any variation to these Terms and Conditions shall be inapplicable unless expressly agreed in writing by us. The Client must notify us of any variation and if we agree, (to any such variation) we reserve the right to adjust the price accordingly.

2.7 A reference to writing or written includes email.

3. Term

3.1 The term of this Contract shall commence on the date this Agreement is formally accepted by the Client and shall continue for a period of 12 calendar months. Following this period, the contract will auto renew onto a further 12 month contract and shall continue to renew annually on a rolling basis until terminated by either party in accordance with [Clauses 8 & 9](#).

4. Types of Care Plans

4.1 We are able to offer you one of the following Boiler Care Plans under the Terms of this Agreement:

<u>Bronze</u> Boiler Care - £15.00 per month This package will include the following: • Fully qualified engineers; • Dedicated telephone Help/support; • Discounted labour rates of 5% off for any other future work; • Annual Boiler Service and/or Landlord safety certificate**.	<u>Silver</u> Boiler & Breakdown Care - £20.00 per month This package will include the following: • Fully Qualified engineers; • Dedicated helpline; • Discounted labour rates of 5% off for other future work; • No unexpected repair bills (Boiler only, this does not include any external system parts); • Annual Boiler Service and/or Landlord safety certificate**; • Parts & labour Included*. • Unlimited call outs ***.
<u>Gold</u> Boiler, Radiators & Valve Breakdown Care - £25.00 per month This package will include the following: • Fully Qualified engineers; • Dedicated helpline; • Discounted labour rates of 10% off for any other future works;	<u>Platinum</u> Full Care Package - £35.00 per month This package will include the following: • Fully Qualified engineers Dedicated helpline; • Discounted labour rates of 15% off for any other future works; • Parts & labour included*;

• No unexpected repair bills (Boiler and Heating System); • Annual Boiler Service and/or Landlord safety certificate**; • Parts & Labour Included*; • Unlimited call outs ***.	• Annual Boiler Service or Landlord Safety Certificate**; • Heating System Repairs; • Boiler Repairs; • Plumbing system repairs; • Boiler replacement cover #; • Unlimited call outs***; • Guaranteed 24HR Response Time (Excluding weekends and local holidays).
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*- Limits apply please see [Clause 4.2](#)

** - To be booked between March and August unless we agree otherwise

*** - Unlimited calls out apply as long as there is fault present, if we inform you that the issue is not a fault or not covered and you call us out we will have the right to charge at our standard rates.

If your boiler is under 7 years old and deemed unrepairable, we will fit a like for like boiler as part of this agreement. (You will need to be able to prove age of boiler upon request)

4.2 Exclusions from the Boiler Care Plans.

Your Boiler Care Plan does not include the following:

- a. Repairs required due to design faults or existing faults prior to the start of this plan;
- b. Repairs relating to damage caused by you or a third party;
- c. Any loss or damage to any property caused by the boiler, heating system or plumbing system breaking down for example damage to ceiling due to a leak;
- d. Any faults caused by sludge, scaling or blockages;
- e. The cost of removing sludge or scale from the system and the damage caused would not be covered. Or adding corrosion inhibitor;
- f. Boiler repairs are limited to £300.00, any repairs valued above this will be advised that you have the boiler replaced or costs above this will be charged for prior to carrying out the repair;
- g. Every 4 years we advise on a strip down service which requires new boiler seals, we will charge for these separately prior to the visit;
- h. Damage caused by weather or freezing;
- i. Any decorative parts for example casing, paint work, batteries;
- j. Removal of dangerous materials for example asbestos;
- k. Any part of a flue concealed within the fabric of the building;
- l. The gas supply from the meter to the boiler and or other appliances;
- m. Damage caused by fire, flood, lightning storm, freezing weather or any other natural event;

- n. Adjustments to time controls unless already on site;
- o. Any loss suffered by you due to delay in obtaining parts;
- p. The cost of a new boiler if parts become unreasonably available, at our sole discretion;
- q. Accidental damage, theft or malicious damage;
- r. Routine maintenance, cleaning, descaling, turning on or lighting up the system, clearing airlock or blocked pipes, bleeding system, topping pressure up. 18- Loss or damage caused by your equipment not working or costs arising from gaining access, this includes pipes under the floor or in the fabric of building;
- s. Repairs that will cost over £300.00;
- t. Replacement of showers or taps;
- u. Below Ground drainage;
- v. Mains supply pipe;
- w. Replacement of baths, shower cubicles, basins and toilets.

4.3 We are able to offer you one of the following Heat pump Care Plans under the Terms of this Agreement:

<u>Basic</u> This package will include the following: • One full service; • Check for issues and advise of any; • Check water quality and glycol levels; • Heat pump only, no system check; • Email Report.	<u>Bronze</u> This package will include the following: • One full service; • Check for issues and advise of any; • Check water quality and glycol levels; • Heat pump only, no system check; • Plus check over system set-up; • Email report; • 5% off selected future work.
<u>Silver</u> This package will include the following: • One full service; • Check for issues and advise of any; • Check water quality and glycol levels; • Heat pump only, no system check; • Plus check over system set-up; • Email report; • 5% off selected future work; • Low level heat pump only breakdown cover;	<u>Gold</u> This package will include the following: • One full service; • Check for issues and advise of any; • Check water quality and glycol levels; • Heat pump only, no system check; • Plus check over system set-up; • Email report; • 10% off selected future work; • Includes mid-level heat pump and heating system breakdown cover;

• Parts up to maximum combined labour and parts cost of £400.00 inc. vat at current pricing level. Exclusions This package does not include the following: • Any repairs on the refrigerant side of the heat pump or any external parts of the system.	• Includes parts up to maximum combined labour and parts cost of £450.00 inc. vat at current pricing level. Exclusions This package does not include the following: • Any repairs on the refrigerant side of the heat pump; • Underfloor heating problems - fault finding included but remedial work would be quoted; • General plumbing repairs.
<u>Platinum</u> This package will include the following: • One full service. • Check for issues and advise of any. • Check water quality and glycol levels. • Heat pump only, no system check. • Plus check over system set-up. • Email report. • 10% off selected future work. • Includes full level heat pump, plumbing and heating system breakdown cover. • Includes parts up to maximum combined labour and parts cost of £450.00 inc. vat at current pricing level. • Includes general plumbing repairs. Exclusions This package does not include the following: • Designer or specific part replacement (if a universal part or different manufacturer part will not work - the specific special part will be quoted for the repairs needed); • Any repairs on the refrigerant side of the heat pump; • Systems which are found not to contain glypol or antifreeze. Cover will be re-instated once this has been rectified. We are able to assist in providing this for you, details of costs will be provided upon request; • Underfloor heating problems - fault finding included but remedial work would be quoted.	

4.4 We shall perform Maintenance and Support Services in accordance with and subject to the terms and conditions of this Agreement.

4.5 Please note that the following will render your contract invalid:

- a. If invalid or misleading information has been provided;
- b. If payment is not received within 7 days of the date due your service plan will be cancelled and charges may apply;
- c. If on our first visit we find a fault with system/systems;

- d. If we have advised that a permanent repair is needed to make sure your appliance or system is working properly and safely and you have not acted to resolve in an appropriate manner;
- e. If anyone other than one of our engineers/subcontractors carries out work on the system;
- f. If health and safety issues arise from your property or persons in property;
- g. If work has been carried out by someone else on the system not authorised by us.

4.6 We shall use all reasonable endeavours to meet any performance dates, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.

4.7 Acceptance onto one of our service plans does not imply that the boiler, heating system or plumbing system is installed to the relevant standards and we will not accept liability arising from the original design or installation and so make no warranty as to the fitness for purpose.

4.8 We will not be liable for any delays in the supply of parts from our suppliers. We may fit replacement parts that are adequate but not the same as the defective part(s).

4.9 New Parts will only be fitted where old ones are beyond reasonable repair. We will be the sole arbitrators as to the condition of parts, where a radiator requires changing we will only change for a standard white radiator. Designer radiators and towel rails will be attempted to be repaired but not covered for replacement. Boiler heat exchangers that have been damaged by debris, sludge or scale will not be covered for either parts or labour.

4.10 As boilers get older for many reasons they become noisy, where noise is down to the age of the appliance we will not class this as a fault and is not covered under any plan.

4.11 Boiler replacement – If your boiler is under 7 years of age and deemed unrepairable we will replace the boiler like for like. We will need to see proof of the original date of installation. For boilers over 7 years a loyalty discount will be applied to the cost of fitting a new boiler.

4.12 Access – We are not liable for any repairs to which we cannot gain reasonable access, removal of any obstructions will be at our sole discretion and will reserve the right to charge you at our standard rates. We may insist that you arrange for the obstruction prior to us carrying out the repair, we will not be held liable for any making good unless it's down to our negligence.

4.13 System flushing – If we recommend that your heating system requires a flush we will provide you with a quotation and once the system is cleaned we will continue with any service plan in place.

4.14 Arranging your Annual Boiler or Heat pump Service – In order to arrange this, the following will apply:

- a. we will contact you or your Authorised Representative to arrange your service (Boiler or Heat pump) within 1 calendar month of it being due;
- b. we will make 3 attempts to contact you or your Appointed Representative but if we are unable to make contact, you are obliged to contact us directly to make the necessary

arrangements. Please note that you will not be refunded where you miss the Annual Boiler Service, but you may arrange this at any point during the Contract Period.

4.15 We will require gas, electricity and water at the property in order to provide our services. You must inform us before arrival if this is not available, so that an alternative date and time can be agreed.

4.16 All parts we install under the terms of this Agreement will come with the benefit of the Manufacturer's warranty (and its limitations).

5. Client Obligations

5.1 Additional Obligations. In addition to any, and all other obligations within this contract, you shall:

- a. ensure that the terms of the order and any information it provides in (in relation to the Goods and Services to be provided) are complete and accurate;
- b. co-operate with us in all matters relating to the Services;
- c. provide us, our employees, agents, consultants, and subcontractors, with full and clear access to the location where the Goods and Services are to be supplied and other facilities as reasonably required by the us;
- d. provide us with such information and materials as we may reasonably require in order to supply the Goods and Services, and ensure that such information is complete and accurate in all material respects;
- e. obtain and maintain all necessary licences, permissions and consents which may be required for the Goods and Services before the date on which we start;
- f. ensure that the room where the Services are to be provided has all furniture cleared away;
- g. notify us of anything which may present a hazard or danger to anyone carrying out work in your property;
- h. provide us with use of a toilet on site;
- i. where applicable, keep all materials, equipment, documents, and other property of ours (Supplier Materials) at your premises in safe custody at its own risk, maintain these Goods and Materials in good condition until returned to us, and not dispose of or use the goods and Materials other than in accordance with our written instructions or authorisation;
- j. comply with all applicable laws, including health and safety laws.

5.2 Client default. If our performance of any of our obligations under the contract are prevented or delayed by any act or omission by you or your agents, sub-contractors, or employees, or by failure by you to perform any relevant obligation, then:

- a. without limiting or affecting any other right or remedy available to it, we shall have the right to suspend performance of the Services until you remedy the Client Default, and to rely on the Client Default to relieve it from the performance of any of its obligations in each case to the extent the Client Default prevents or delays our performance of any of its obligations;

- b. we shall not be liable for any costs or losses sustained or incurred by you arising directly or indirectly from our failure or delay to perform any of your obligations as set out in this [Clause 5.2](#);
- c. you shall reimburse us on written demand for any costs or losses sustained or incurred by us arising directly or indirectly from the Client Default.

6. Price and Payment

6.1 The price for the Boiler or Heat pump Care plan, will be as detailed within [Clause 4](#), of this Agreement and are up to date at the point of you agreeing the initial Contract.

6.2 Call outs – All call outs are subject to a call out fee of £85.00+VAT and are payable prior to call our attendance.

6.3 We reserve the right to increase rates at the end of each contractual the period, in accordance with our requirements. In such circumstances, we will provide you with details no less than 30 days prior to the expiry of your current period.

6.4 All amounts payable by the Client under the Contract are exclusive of amounts in respect of value added tax chargeable from time to time (**VAT**). Where applicable, the VAT element of the invoice will be clearly specified and payment of this taxable element, is due at the same point as the Charges are payable.

6.5 The Client shall pay each monthly amount via GoCardless in full and in cleared funds and time for payment shall be of the essence of the Contract.

6.6 If you require any further Goods and Services which are not covered in you Care Plan, you will be liable to pay for these in addition to your agreed monthly amount. Details of such costs will be provided at the appropriate point. .

6.7 If you fail to make a payment due to us under the Contract by the due date, then, without limiting the our remedies under [Clause 9](#), you shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this [Clause 6.7](#) will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.

7. How to discuss your Care Plan

7.1 In order to discuss your Care Plan, you can do so by contacting us in writing, by e-mail or by calling us.

8. Cancelling your Care Plan

8.1 If you wish to cancel your contract with us before it auto renews, you are at liberty to do so providing you do the following:

- a. you or your authorised representative (only) notify us of the requested cancellation in writing, by e-mail to enquiries@trustboilers.com at least 30 days' notice of your intention to cancel prior to the renewal date.

8.2 You have rights to end the contract with immediate effect during the contractual period providing us immediate written notice if:

- a. we commit a material breach of our obligations under the Contract and (if such breach is remediable) fails to remedy that breach within 7 days, after receipt of notice in writing to do so;
- b. we take any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business;
- c. we suspend, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of our business.

8.3 If you cancel during the period of your contract (excluding your right to do so under [Clause 8.2](#)), you will not receive a refund for any sums paid or if you have not paid in full you will still be liable to pay for the remainder of the 12 month contracted period.

9. Our rights to Cancel your Care Plan

9.1 Without affecting any other right or remedy available to it, we may terminate the Contract with immediate effect by giving you written notice if:

- a. you commit a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 24 hours of being notified in writing to do so;
- b. fail to pay any amount due under the Contract on the due date for payment;
- c. you take any step or action in connection with entering bankruptcy, administration, provisional liquidation, bankruptcy or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business;

9.2 We may cancel your contract prior to the automatic renewal by giving you 30 days' notice in writing.

10. Consequences of ending your contract

10.1 What happens if the contract is ended early. On ending the Contract:

- a. we may retain any advanced payment (where applicable) you will be liable to pay for any further works and Goods, Products and Materials used/fitted up to the point of termination;
- b. you will be liable to pay the remainder of the contractual period in full unless you are terminating the contract in accordance with [Clause 8.2](#);
- c. we shall not be liable to refund any sums paid under the contract unless [Clause 8.2](#), applies.

10.2 Termination or expiry of the Contract shall not affect any rights, remedies, obligations, or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.

10.3 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Contract shall remain in full force and effect.

11. Consumer Rights

11.1 Nothing in these terms will affect your legal rights.

11.2 For detailed information please visit the Citizens Advice Scotland website <https://www.cas.org.uk/> or call 0800 028 1456.

12. Our responsibility for loss and damage suffered by you

12.1 We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these **terms**, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

12.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products and for defective products under the Consumer Protection Act 1987.

12.3 Further limitations of our potential liability to you. Subject to the terms of [Clause 12.2](#), we shall not be liable to you, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for:

- a. loss of profits;
- b. loss of sales or business;
- c. loss of agreements or contracts;
- d. loss of anticipated savings;
- e. loss of use or corruption of software, data, or information;
- f. any pre-existing issues due to changes to the system or fixtures and fittings conducted by you or other third parties;
- g. any non-linked or non-related issues;
- h. loss of or damage to goodwill; and
- i. any indirect or consequential loss.

12.4 Our total liability. Subject to [Clause 12.3](#) our total liability to you, whether in contract, tort (including negligence), breach of statutory duty or otherwise, arising under or in connection with the Contract, shall be limited to 100% of the total charges paid under the Contract.

12.5 Exclusion. The **terms** implied by sections 13 to 15 of the Sale of Goods Act 1979 and the **terms** implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

12.6 Claims. All claims against us must be brought within one 1 year after the cause of action arises and you agree to waive any statute of limitations which might apply by operation of law or otherwise.

12.7 This [Clause 12](#) shall survive termination of the Contract.

13. Data Protection and Data Processing

13.1 We both acknowledge that for the purposes of General Data Protection Regulation (GDPR), that you are the Data Controller, and we are the Data Processor in respect of any Personal Data.

13.2 We shall process the Personal Data only in accordance with your instructions from time to time and shall not process the Personal Data for any purposes other than those expressly authorised by the you.

13.3 We will take all reasonable measures to ensure they adhere to its obligations under Articles 30 and 32 of GDPR taking into account the information that the Data controller has made available to it.

13.4 We shall take reasonable steps to ensure the reliability of all our employees who have access to the Personal Data.

13.5 We both warrant to the other that it will process the Personal Data in compliance with all applicable laws, enactments, regulations, orders, standards, and other similar instruments.

13.6 We warrant that, having regard to the state of technological development and the costs of implementing any measures, we will:

- a. take appropriate technical and organisational measures against the unauthorised or unlawful processing of Personal Data and against the accidental loss or destruction of, or damage to, Personal Data to ensure a level of security appropriate to:
 - (i) the harm that might result from such unauthorised or unlawful processing or accidental loss, destruction, or damage; and
 - (ii) the nature of the data to be protected.
- b. take reasonable steps to ensure compliance with those measures.

13.7 We both agree to indemnify and keep indemnified and defend at its own expense the other party against all costs, claims, damages, or expenses incurred by the other party or for which the other party may become liable due to any failure by the first party or its employees or agents to comply with any of its obligations under this [Clause 13](#).

13.8 You acknowledge that we are reliant on you for direction as to the extent to which we are entitled to use and process the Personal Data. Consequently, we will not be liable for any claim brought by a Data Subject arising from any action or omission by us, to the extent that such action or omission resulted directly from your instructions.

13.9 Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

14. Force Majeure

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

15. Severance

If any term or provision of these Terms and Conditions is held invalid, illegal, or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid, illegal or unenforceable provision eliminated

16. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the law of Scotland and the parties hereby submit to the exclusive jurisdiction of the Scottish courts.

17. General

17.1 Jurisdiction - These terms of use are governed by and construed in accordance with the laws of Scotland. Any dispute which may arise between the parties concerning these terms of use shall be determined by the Scottish Courts and you submit to the exclusive jurisdiction of the Scottish Courts for such purpose.

17.2 Waiver - A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

17.4 No partnership or agency - Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party the agent of the other, or authorise either party to make or enter into any commitments for or on behalf of the other party.

17.5 Entire agreement

- a. The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations, and understandings between them, whether written or oral, relating to its subject matter.
- b. Each party acknowledges that in entering into the Contract it does not rely on, and shall have no remedies in respect of any statement, representation, assurance, or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent

misrepresentation [or negligent misrepresentation] based on any statement in the Contract.

- c. Nothing in this clause shall limit or exclude any liability for fraud.

17.6 Assignment and other dealings

- a. We may at any time assign, transfer, subcontract, delegate, or deal in any other manner with any or all of its rights and obligations under the Contract.
- b. You shall not assign, transfer, subcontract, delegate, or deal in any other manner with any of its rights and obligations under the Contract.

This contract is strictly a maintenance contract and IS NOT an insurance policy. Trust Boilers Ltd or 'TRUST Boiler Care Plan is therefore not regulated by the FCA.

CANCELLATION FORM

(Complete and return this form only if you wish to withdraw from the contract)

To TRUST The Boiler Installation Specialists, Boggierow Farmhouse, Portsoy, AB45 2SR or enquiries@trustboilers.com

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods and services, Ordered on [*/received on [*,

Contract number: [insert contract number)

Name of customer(s),

Address of customer(s),

Signature of customer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate